Chapter 11: Risk Management

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Risk Management

The **Risk Management** section is used to define any existing problems related to the property. In this section the user can indicate whether or not a property is troubled financially, environmentally, or physically. You can also enter and update problem statements, action plans, sanctions, or comments for a specific property. Users may have the ability to enter the Root Problem Cause and the related Mitigation Strategy. OPIIS Risk Rating Details are displayed on a view only page, which is updated weekly with data from OPIIS. You can enter and update a summary of the property's history and track referrals to the Departmental Enforcement Center (DEC). You can also view High Level Tracking Dates and High Level Tracking Indicators data from the DEC. Additionally MFH and DEC action plans can be initiated from the **Risk Management** page. Performance Based Contract Administrators have view-only access to Housing information on the **Risk Management** pages and cannot view any DEC information. Update rights to the various sections are determined by the user's role.

Objectives:

By the end of this chapter, you will be able to:

- View the Troubled Status
- Add and Update Problem Statement
- Add and review MFH and DEC Action plans
- Make referrals to the Departmental Enforcement Center (DEC)
- Add Root Problems and Mitigation Strategies

11.1 Property Risk Rating

The **Property Risk Rating** page is the default page when you select **Risk Management** from the **iREMS** sidebar. The most recent *Troubled Status, OPIIS Risk Category* and the associated dates are displayed on this page. Also, from this page the user can change the troubled status or access the Current OPIIS Rating Details and the Trouble/OPIIS Risk Category History. Only Housing users, assigned to the property, can enter or update the Troubled Status. Assigned DEC users, HUD View only users, and assigned PBCA users will have view only access. If you are logged in as one of the "view only" users, the Add button does not display on the **Property Risk Rating** page. Once a property is flagged as Not Troubled, Potentially Troubled, or Troubled, this information is displayed in the header of all pages in **iREMS** for the property. Once a "troubled" status has been set, a historical record is created.

Accessing the Property Risk Rating Page:

To access the **Property Risk Rating** page you must first select a specific property from the **Asset Management Portfolio/Dashboard** page. Once you have selected a property, the **Property Attributes** page displays. From the **Property Attributes** page you can select the *Risk Management* link from the ***iREMS*** sidebar. (See Chapter 3, Asset Management Portfolio/Dashboard or Chapter 2: Getting Started for detailed information.)

> ✍ *Note: The Property Header located at the top of the page, displays the* Property ID, Name, Contract/FHA#, Active Status, Watch List *and Troubled Status. This Header will appear on most of the pages in* ***iREMS****. There is also a search feature in the header that allows the user to select a different property without having to return to the* ***Portfolio/Dashboard*** *page to make the change.*

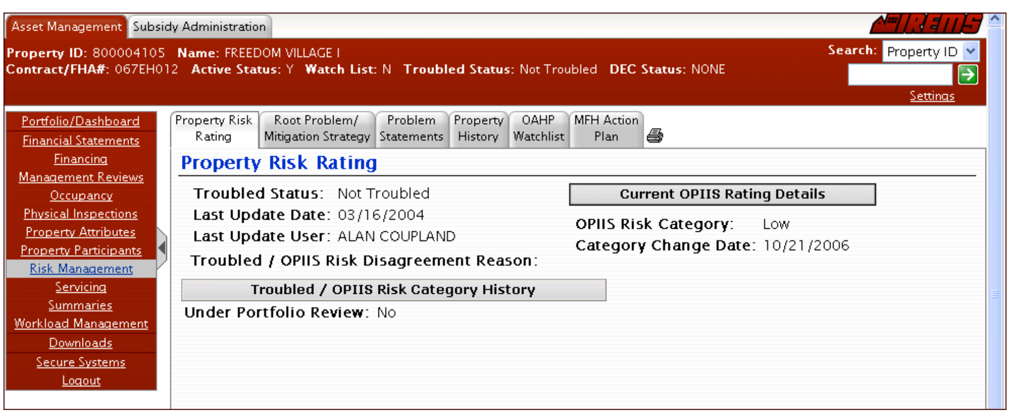


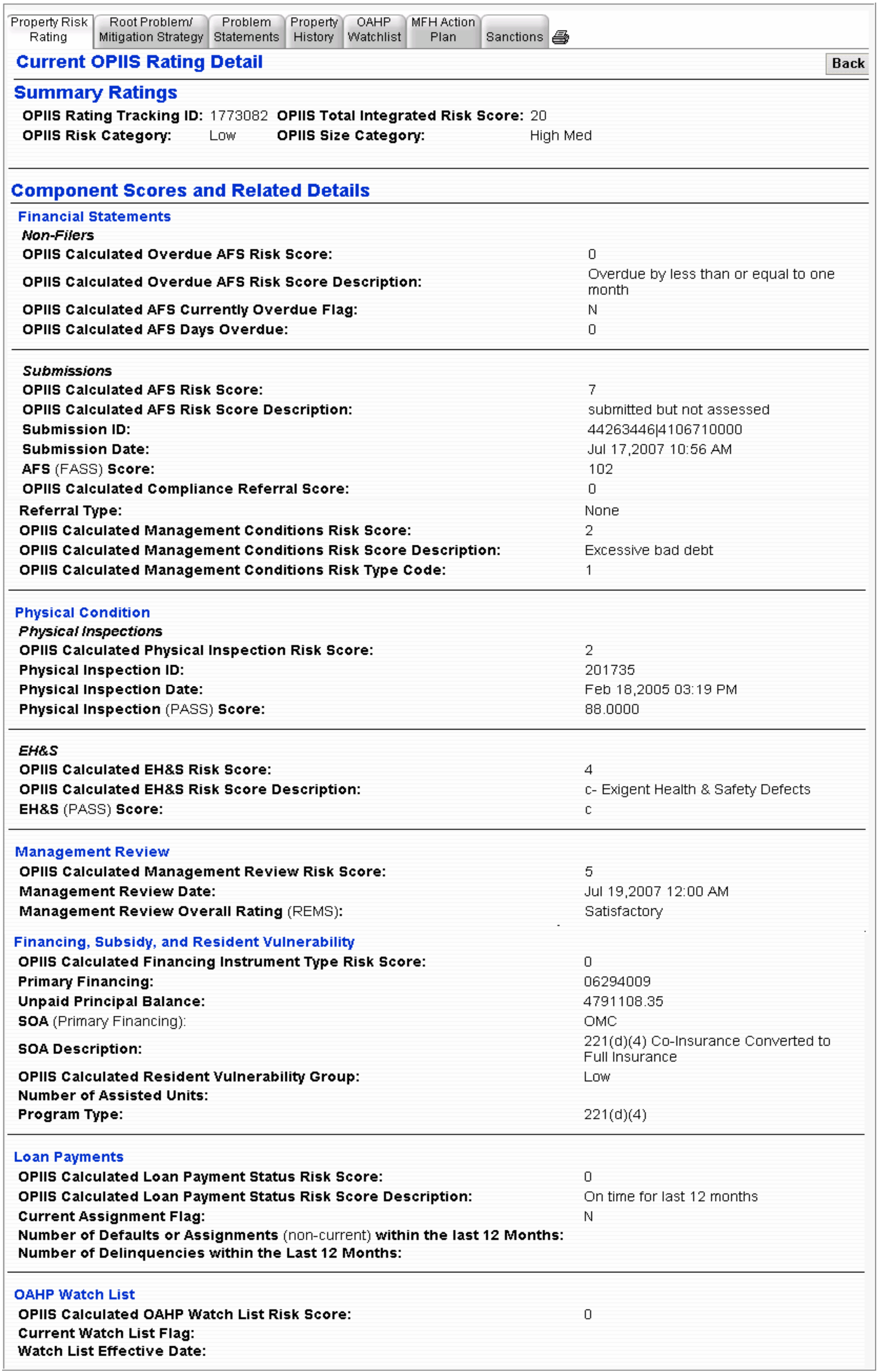
Figure 11-1. Property Risk Rating page

11.1.1 OPIIS Rating Detail

Contract Administrator users can view data from the Online Property Integrated Information Suite (OPIIS). This information cannot be edited. It is fed to **iREMS** directly from OPIIS. The **Current OPIIS Rating Detail** page displays *Summary Ratings*, as well as, *Component Scores and Related Details*.

To view Current OPIIS Rating Detail data:

1. From the Property Risk Rating page, click on Current OPIIS Rating Details and the **Current OPIIS Rating Detail** page displays.


Property Risk Rating | Root Problem/ Mitigation Strategy | Problem Statements | Property History | OAHP Watchlist | MFH Action Plan | Sanctions

Current OPIIS Rating Detail Back

Summary Ratings

OPIIS Rating Tracking ID:	1773082	**OPIIS Total Integrated Risk Score:**	20
OPIIS Risk Category:	Low	**OPIIS Size Category:**	High Med

Component Scores and Related Details

Financial Statements

Non-Filers

OPIIS Calculated Overdue AFS Risk Score:	0
OPIIS Calculated Overdue AFS Risk Score Description:	Overdue by less than or equal to one month
OPIIS Calculated AFS Currently Overdue Flag:	N
OPIIS Calculated AFS Days Overdue:	0

Submissions

OPIIS Calculated AFS Risk Score:	7
OPIIS Calculated AFS Risk Score Description:	submitted but not assessed
Submission ID:	44263446|4106710000
Submission Date:	Jul 17,2007 10:56 AM
AFS (FASS) **Score:**	102
OPIIS Calculated Compliance Referral Score:	0
Referral Type:	None
OPIIS Calculated Management Conditions Risk Score:	2
OPIIS Calculated Management Conditions Risk Score Description:	Excessive bad debt
OPIIS Calculated Management Conditions Risk Type Code:	1

Physical Condition

Physical Inspections

OPIIS Calculated Physical Inspection Risk Score:	2
Physical Inspection ID:	201735
Physical Inspection Date:	Feb 18,2005 03:19 PM
Physical Inspection (PASS) **Score:**	88.0000

EH&S

OPIIS Calculated EH&S Risk Score:	4
OPIIS Calculated EH&S Risk Score Description:	c- Exigent Health & Safety Defects
EH&S (PASS) **Score:**	c

Management Review

OPIIS Calculated Management Review Risk Score:	5
Management Review Date:	Jul 19,2007 12:00 AM
Management Review Overall Rating (REMS):	Satisfactory

Financing, Subsidy, and Resident Vulnerability

OPIIS Calculated Financing Instrument Type Risk Score:	0
Primary Financing:	06294009
Unpaid Principal Balance:	4791108.35
SOA (Primary Financing):	OMC
SOA Description:	221(d)(4) Co-Insurance Converted to Full Insurance
OPIIS Calculated Resident Vulnerability Group:	Low
Number of Assisted Units:	
Program Type:	221(d)(4)

Loan Payments

OPIIS Calculated Loan Payment Status Risk Score:	0
OPIIS Calculated Loan Payment Status Risk Score Description:	On time for last 12 months
Current Assignment Flag:	N
Number of Defaults or Assignments (non-current) **within the last 12 Months:**	
Number of Delinquencies within the Last 12 Months:	

OAHP Watch List

OPIIS Calculated OAHP Watch List Risk Score:	0
Current Watch List Flag:	
Watch List Effective Date:	

Figure 11-2. Current OPIIS Rating Detail page

2. View data

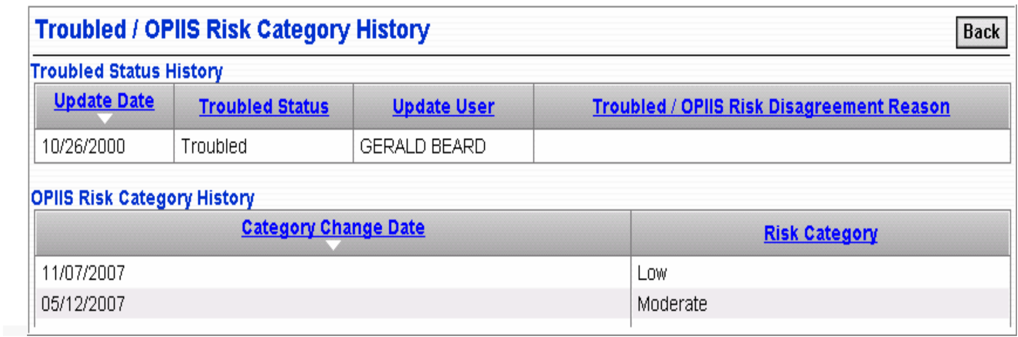
3. Click on Back to return to the **Property Risk Rating** page.

11.1.2 Troubled/OPIIS Risk Category History

When a troubled status is added or changed a troubled history record is created. Likewise, the system also maintains a history of the OPIIS Risk Category changes. These history records can be viewed on the **Troubled/OPIIS Risk Category History** page, sorted by date. This is a view only page for Contract Administrators.

To view the Troubled/OPIIS Risk Category History page:

1. From the **Property Risk Rating** page, click on Troubled / OPIIS Risk Category History and the **Troubled/OPIIS Risk Category History** page displays.



Troubled / OPIIS Risk Category History

Back

Troubled Status History

Update Date	Troubled Status	Update User	Troubled / OPIIS Risk Disagreement Reason
10/26/2000	Troubled	GERALD BEARD	

OPIIS Risk Category History

Category Change Date	Risk Category
11/07/2007	Low
05/12/2007	Moderate

Figure 11-3. Troubled/OPIIS Risk Category History page

2. View data

3. Click on Back to return to the **Property Risk Rating** page.

11.2 Root Problem/Mitigation Strategy

The **Open Root Problem Cause(s)/Mitigation Strategies** page displays a list of Open Root Problem Causes and Open Mitigation Strategies. The information is displayed in two tables with links to detail pages. Authorized users can add critical information about root problem causes and mitigation strategies for troubled properties. They also have the ability to update and/or delete. The active table displays only open root causes or open mitigations strategies. The "Root Cause / Mitigation Strategy History" button serves as the link to the **Root Cause / Underlying Problem** page. The history page displays all open and closed root problem causes and recommended mitigation strategies.

To view Open Root Problem Cause(s)/Mitigation Strategies:

From the **Property Risk Rating** page, click on the **Root Problem /Mitigation Strategy** tab and the **Open Root Problem Cause(s)/Mitigation Strategies** page displays.

Figure 11-4. Root Problem/Mitigation Strategy page

11.2.1 Root Cause/Mitigation Strategy History

The history page is view-only and displays all open and closed root problem causes and recommended mitigation strategies.

To view Root Cause/Mitigation Strategy History:

1. On the **Open Root Problem Cause(s)/Mitigation Strategies** page**,** click on 

, and the **Root Cause/Underlying Problem** page displays.

Figure 11-5. Root Cause/Mitigation Strategy History page

2. View data.

Note: The history page displays both open and closed items. Additionally, users can click on the Initial Entered Date link in either table to edit history.

3. Click on Close to return to the **Open Root Problem Cause(s)/Mitigation Strategies** page.

11.3 Problem Statements

The **Problem Statements** page consists of narrative records and is updateable by Housing, DEC, and PBCA users who are assigned to the property. This information is displayed on the **Problem Statement** page in a table with the following fields*: Entered Date*, *Last Update User* and *Role*. The associated comments display as a row directly beneath the table data described above. For every problem statement narrative entered, the table displays both the information above and the associated comments. This table displays all comments entered for a property.

If no records exist, the headers in each section display as blank fields. Once a record is created, the date in the record becomes an active link on the **Problem Statement Detail** page. You can add, update, or delete records that you entered.

Note: Users can update or delete only those records that have been created by them. Records created by other users display as view-only.

To view Problem Statements:

From the **Property Risk Rating** page, click on the *Problem Statements* tab and the **Problem Statements** page displays.

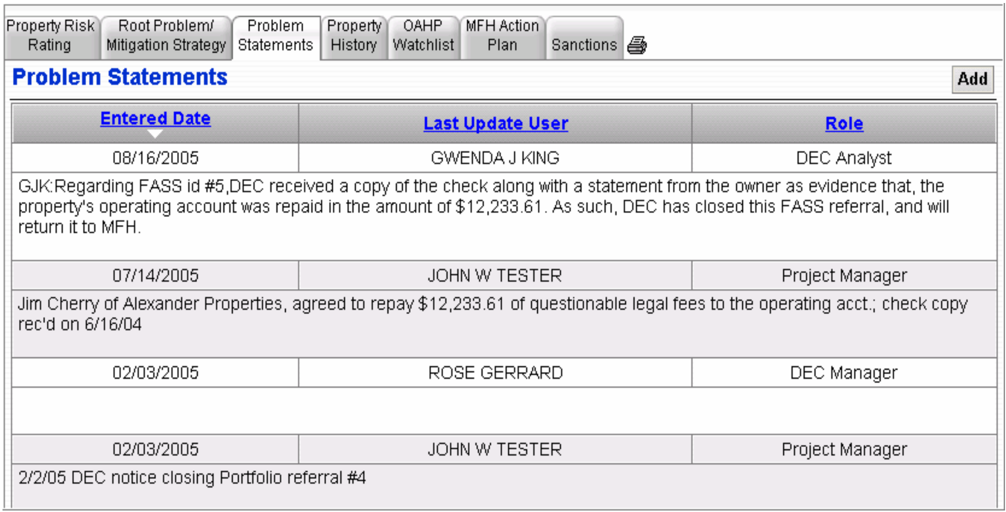


Figure 11-6. Problem Statements page

To add a new Problem Statement:

Assigned users can add a problem statement to a property. Multiple statements can be added to a property.

1. On the **Problem Statements** page, click on Add and the **Problem Statement Detail** page displays.

Figure 11-7. Problem Statement Detail page

2. Enter comments in the Problem Statement field.

3. Click on Save and the **Problem Statements** page displays a message that the save was successful. The pop-up window closes automatically.

To update a problem statement:

Once a record is entered, the date in the record becomes an active link on the Problem Statement page. You can edit the comments of an existing record. However, you cannot change the date on an existing record.

Note: The Date Entered link only appears if the same user previously entered the problem statement. Users can update or delete only those records that they have created. Records created by other users display as view-only.

1. On the **Problem Statements** page, click on the *Entered Date* link of the problem statement you want to update and the **Problem Statement Detail** page displays.
2. Enter the new data.
3. Click on Save and the **Problem Statements** page displays a message that the save was successful. The page window closes automatically

To delete a Problem Statement:

Note: The delete function should ***only*** *be used to purge inaccurate data. Do not delete accurate existing information*

1. On the **Problem Statements** page, click on the *Entered Date* link of the problem statement you want to delete and the Problem Statement Detail page displays.
2. Click on Delete and the Delete Confirmation Dialog Box displays.

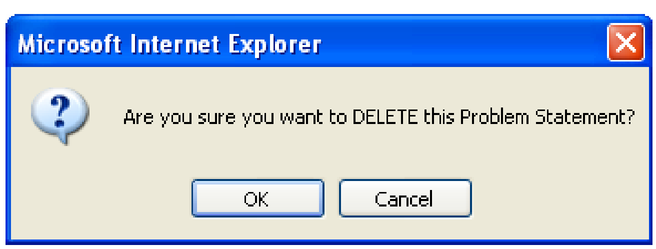


Figure 11-8. Problem Statement Delete Confirmation dialog box

3. Click on OK and the **Problem Statements** page displays a message that the delete was successful

11.4 Property History

The **Property History** page consists of narrative records and is updateable by Housing, DEC and PBCA users who are assigned to the property. The *Property History* table displays the following information: *Entered Date*, *Updated by* and *Role.* The associated comments display as a row directly beneath the table data described above. For each Property History narrative entered, the table displays both the information above and the associated comments. This table displays all comments entered for a property.

If no records exist, the headers in each section display as blank fields. Once a record is created, the date in the record becomes an active link on the **Problem Statement** page. You can add, update, or delete records.

> *Note: Users can update or delete only those records that they have created. Records created by other users display as view-only.*

To view Property History statements:

From the **Property Risk Rating** page, click on the **Property History** tab and the **Property History** page displays.

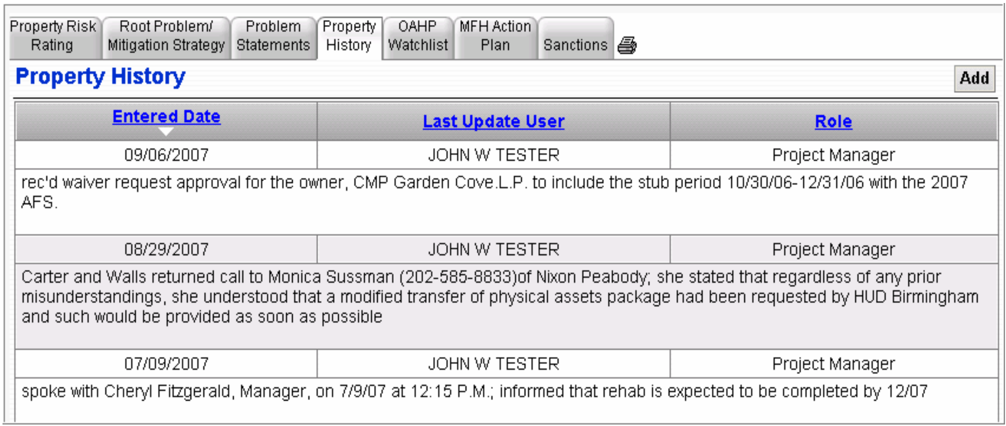


Figure 11-9. Property History page

To add a Property History statement:

Assigned users can add a property history statement to a property. Multiple records can be added to a given property. Each record displays the entered date/last update user/role header.

1. On the **Property History** page, click on  and the **Property History Detail** pop-up displays.

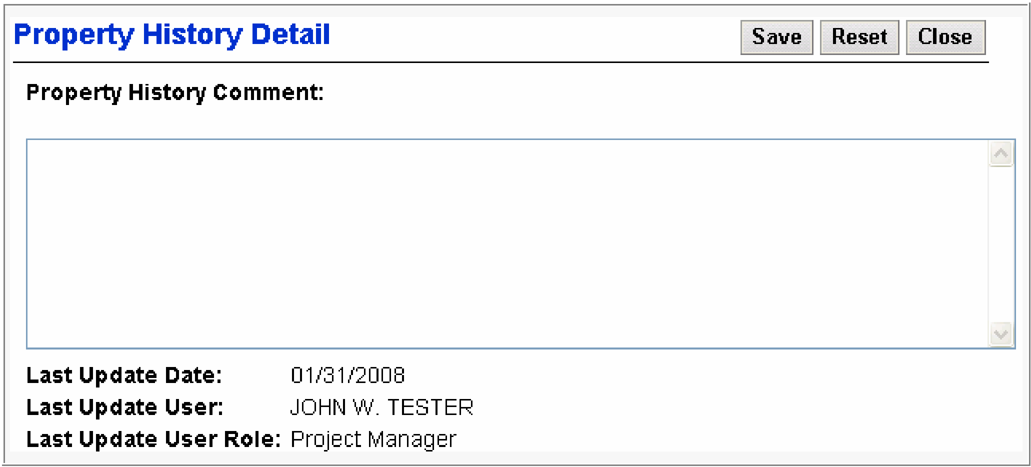


Figure 11-10. Property History Detail page

2. Enter comments in the *Property History Comment* field.
3. Click on Save and he **Property History** page displays a message that the save was successful. The page closes automatically.

To update a Property History statement:

Once a record is entered, the date in the record becomes an active link to the detail page. You can edit the comments for an existing record. However, you cannot change the date of an existing record.

> *Note: The Date Entered link only appears if the same user previously entered the problem statement. Users can update or delete only those records that they have created. Records created by other users display as view-only.*

1. On the **Property History** page, highlight and click on the *Record* link of the property history you want to edit and the **Property History Detail** page displays.

Figure 11-11. Property History Detail page

2. Enter the new data.
3. Click on Save and he **Property History** page displays a message that the save was successful. The page closes automatically.

To delete a property history statement:

*Note: The delete function should **only** be used to purge inaccurate data. Do not delete accurate existing information*

1. On the **Property History** page, click on the *Entered Date* link for the history statement you want to delete and the **Property History Detail** page displays.
2. Click on Delete and the **Delete Confirmation Box** displays.

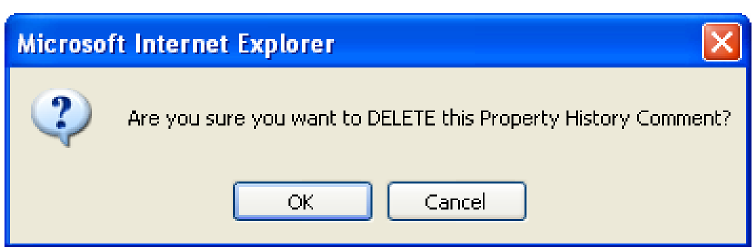


Figure 11-12. Property History Delete Confirmation Dialog box

3. Click on Save and the page displays a message that the delete was successful.

11.5 OAHP Watchlist

OAHP places properties on the Watch List that are failing physically and/or that are financially deteriorating. The **OAHP Watch List Status** page allows OMHAR/OAHP staff to monitor properties that have been sent to OAHP. The **OAHP Watch List Status** page displays the property's current status as well as the *Watch List History* table.

The *Watch List History* table is view-only for all users except select OMHAR/OAHP staff. The *Watch List History* table displays the historical record of changes to the property's OAHP Watch List status. If the user is assigned to the property in the role of 'SPM' and the watch list indicator is 'Y', the *Identification Date* in the table provides a link to the **OAHP Watch list Detail** pop-up page.

On the **OAHP Watch List Detail** page the user can change a property's Watch List status to "No" by updating the *Watch List Removal Date and Watch List Removal Reason* fields. Other fields are populated from the M2M system.

To view the OAHP Watch List Status:

From the **Property Risk Rating** page, click on the **OAHP Watch list** tab and the **OAHP Watch List Status** page displays.

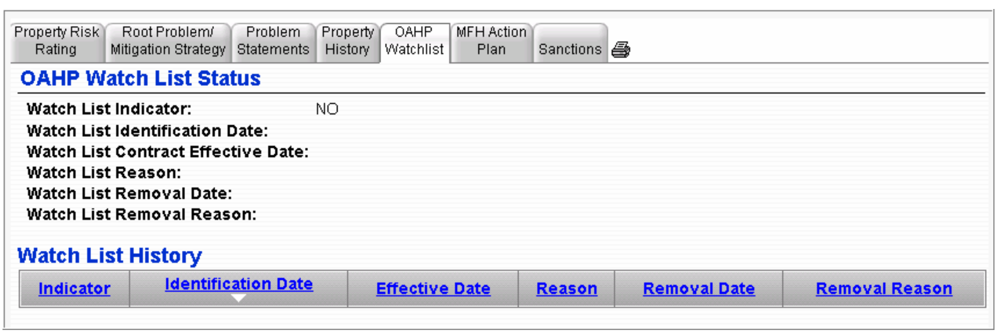


Figure 11-13. OAHP Watch List page

Note: Only OMHAR/OAHP staff members with the role of Supervisory Project Manager have the right to edit the Watch List Removal Date *and* Watch List Removal Reason *fields. These fields are view-only to all other* ***iREMS*** *users.*

Note: A property's Watch List status can only be updated if the indicator in the Watch List Indicator *field is set to "Yes."*

To update a property's Watch List status:

1. From the **OAHP Watch List Status** page, click on the *Identification Date* link in the Watch List History table, and the **OAHP Watch List Detail** page displays.

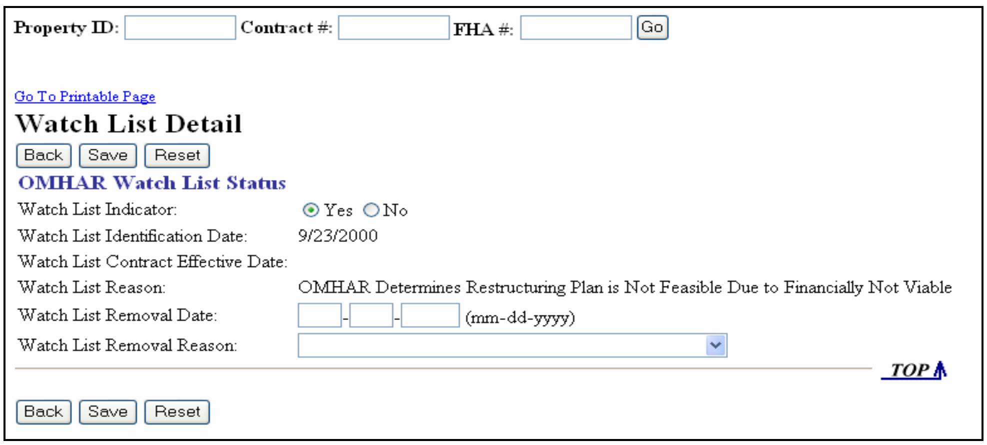


Figure 11-14. Watch List Detail page

2. Enter the following data:

   - *Watch List Removal Date*, (mm/dd/yyyy)
   - *Watch List Removal Reason*, from the drop-down list

3. Click on Save and the **OAHP Watch List Status** page displays a message that the save was successful. The page closes automatically.

11.6 MFH Action Plan

The **MFH Action Plan** page allows Contract Administrators to view start and end dates for an Action Plan. The table displays the *Plan Type*, *Start Date* and *End Date* for all MFH Action Plan records. This page is visible for all assigned MFH users, assigned DEC users, assigned PBCA users, and HUD view only users.

To view MFH Action Plan:

1. From the **Property Risk Rating** page, click on the **MFH Action Plan** tab and the **MFH Action Plan** page displays.

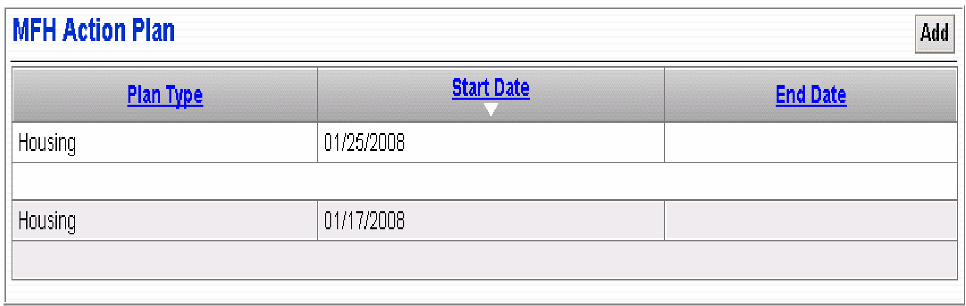


Figure 11-15. MFH Action Plan page

2. View Action Plan dates.
3. Click on another tab or sidebar option to exit this page.